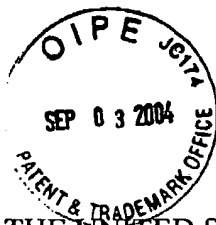


P19115.A12



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants : Robert R. BUSHEY et al.

Group Art Unit: 2642

Appl. No. : 09/578,723

Examiner: W.J. Deane, Jr.

Filed : May 26, 2000

For : METHOD TO IDENTIFY AND CATEGORIZE CUSTOMER'S GOALS  
AND BEHAVIORS WITHIN A CUSTOMER SERVICE  
CENTER ENVIRONMENT

REPLY UNDER 37 C.F.R. §1.116

RECEIVED

SEP 07 2004

Technology Center 2600

U.S. Patent and Trademark Office  
220 20th Street S.  
Customer Window, Mail Stop AF  
Crystal Plaza Two, Lobby, Room 1B03  
Arlington, VA 22202

Sir :

In response to the Official Action of June 4, 2004, in which a three-month shortened statutory period for response was set to expire on September 7, 2004, (September being a Saturday and September 6 being a Federal holiday) applicants respectfully request reconsideration and withdrawal of the outstanding rejections and an indication of the allowability of each of the claims pending in the present application, in view of the following amendments and remarks.

**Amendments to the claims** begin on page 2 of this Reply.

**Remarks** begin on page 6 of this Reply.

*Please do not enter - vps - 24sep04*